September 2004

- **ECF Pilot Begins (Dane, LaCrosse, Price)** – [Bob Martin, Manager] Install and test hardware and software in Dane (w/o 9/7), LaCrosse (TENT. w/o 9/20) and Price Counties (TENT. w/o 9/20), DOA (w/o 9/7) and DHFS (ASAP after hardware upgrades). Scanning/document capture and file clean-up to start slowly at all pilot locations during September and October.   Late September to send out DRAFT Operations/Admin. memo to pilot locations and BRIEF Admin. Memo to all counties notifying them of the file structure changes done to support the pilot (i.e. EVF forms found in new folder structure). Anticipate more communications later in year once pilot experience is gained.

- **FS Mass Change** – Food Stamp Utility Standard and Allotment Amounts will be updated based upon the new Federal Poverty Levels and a new average utility standard calculated. This Mass Change is scheduled for Sept. 4, 2004 and will affect Oct. 2004 benefits.

- **ACCESS (version 1.1)** is implemented on September 8, 2004. This change will include some minor on-screen language changes as suggested by local user groups.

- **User Acceptance Testing for the new Web-based Security Application WISA** began on September 13. This phase I of WISA test includes testing of the module that allows State Security Officers to create profiles and assign them. Testers will include systems analysts (DHCF and DWS) and State Security Officers (DWS)

- **FS 2nd party review will be revamped in Milwaukee** on September 13. This will include a targeted selection of cases (by the State) which will be provided to Milwaukee county in the form of a paper report. Full automation will follow shortly thereafter about the 1st of October (see below).

- **New reports related to Employment Verification Forms will be added to the Automated Case Directory (ACD)** in September. These reports include EVFs sent, EVFs suppressed, and EVFs returned.

- **Various updates associated with SMRF processing** will be implemented throughout the month of September. These updates include a display of all SMRFs triggered to AQIR, and removal of asset related language from SMRF related notices. ANIR will no longer be updatable after the SMRF has been processed

October 2004

- **Updates to support Employer Verification Form processing** will be implemented by the first of October 2004. This includes a change in the timing of when overdue EVFs appear on CMEV. For FS AGs, CMEV will be scheduled on the 11th or 31st day from the verification request (whether review or intake). For MA AGs, CMEV will be scheduled 10 days after the verification due date. By the end of October further updates will include a change in the exception process when AFEI has been updated after an EVF has been triggered. These will no longer exception if the only update made is the entry of an 'NV' or 'QV'.

- **FS 2nd party review will be further automated** during the first part of October. This automation will include a targeted selection of cases by the State which will be loaded to Newman (IMQA) for county processing. NOTE: Analysis is currently in process to determine if a new CARES extract will be required to support this. If so, full automation may be delayed until later in October.

- **CARES will stop triggering four Child Support related alerts** at the request of Food Stamp payment accuracy staff, and with the cooperation of representatives from the KIDS system.
  - Alert 040 - AP COURT ORD. SEE APCO/IVDI.
  - Alert 093 - DEMOGRAPH CHANGE.SEE KIDS Q2A
  - Alert 139 - CS PAID TO INEL GROUP MEMBER
  - Alert 245 - LUMP SUM FROM IVD-SEE IVFI

- **Updates to SMRF form and instructions** are planned prior to Adverse Action in October. These changes should make it easier for the participants to complete the form and easier for the workers to process them.

- **SSA Auto Update** Project is scheduled for implementation by the end of September. The first data exchange run which will use the new logic will not occur until October, however.–This project will auto-update CARES with Social Security payments and Medicare data supplied directly from SSA.

- **User Acceptance Testing for the CARES Worker Web** will begin with a walk-through of UAT logic by Deloitte on October 26, 2004. A wide audience will be invited over and above potential testers. Communications will be sent to all potential testers instructing them on steps they will need to take in preparation for UAT. All aspects of CWW will be tested, as well as phase II of WISA testing.

- **ACCESS (version 1.2)** will be implemented the last week of October, 2004. Version 1.2 includes a Spanish version of the self assessment.

- **MA 2nd party review will be implemented** to the counties in October. Cases to be reviewed will be identified by the State and loaded to Newman (IMQA) for county processing (an Ops Memo will be coming on this).

November 2004

- **Implement new Master Customer Index project** – The Master Customer Index is a new set of databases built to be a single repository of known participants to be used as a single clearance vehicle for multiple calling applications. In this project we are changing the MCI to move the database outside of the CARES system and to align CARES mainframe clearance process with the way clearance will be performed on the Worker Web. This November implementation to CARES mainframe should be largely invisible to the worker to minimize duplication of training.

- **Phase II of User Acceptance Testing for WISA** begins on November 15. This phase II of WISA will include the testing of security profiles within the CARES Worker Web.

Testers will include systems analysts (DHCF and DWS) and State Security Officers (DWS).

- **The Employment Verification Form will be updated.** These changes will incorporate many of the suggestions made by county agencies and should ensure a higher level of accuracy by employers. Proposed changes include, how hours of work are requested on the EVF-Earnings form and the deletion of the question regarding access to State employees Health Insurance on the EVF-Health Insurance form. Changes to the form will require changes to scanning templates and may also impact CARES logic associated with converting hours of work.

December 2004

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.

- The **CARES Worker Web training environment** is planned to be available on Dec. 6, 2004 per request from Training. Recently, the need for this early date was revisited by the training coordinator. We will continue to plan for a Dec 6 availability until we have a final decision on moving this date to either later in December, of to January.

- **ACCESS (version 2.0)** will be implemented on December 20, 2004. Version 2.0 expands the self-assessment component to include WIC, EBD Medicaid (SSI, SSI-related, MAPP, SSI-related deductible, nursing home, waivers and QMB/SLMB/QI-1), TEFAP, Summer Food program, Reduced/Free School Lunch/Breakfast program, Family Planning Waiver.

NOTE: The only known scheduled CARES and other Systems work identified at this time from January 2005 through September 2005 will be the roll-out of CARES Worker Web, the annual FPL Mass Change in March, and an auto-update of Child Support amounts in September.

January 2005

- **ECF Pilot to begin in Milwaukee County (tentatively)** - [Bob Martin, Manager]

- **CARES Worker Web Pilot #1** in Sauk and Jefferson county beginning on Monday, Jan. 24th.

February 2005

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March 2005

- **FPL Mass Change** – This annual Mass Change updates all open and recently closed MA cases applying to them the new Federal Poverty Levels.

- **CARES Worker Web Pilot #2** in Dane, Rock and Walworth counties will begin on the Monday, March 28.

April 2005

May 2005

- **Statewide roll-out of CARES Worker Web implementation** will begin on May 1st in the southwest portion of the state. Implementation will then continue clockwise around the state. How many groups of counties will implement and when they will implement will be decided as we get closer to the end of this year. This first southwest group will include the following counties:
  - ➢ Grant
  - ➢ Etc.

June 2005

- **Additional roll-out of CARES Worker Web implementation** is tentatively scheduled for the next region of counties on June 1st. This group will tentatively include the following counties:
  - ➢ Ashland
  - ➢ Etc.

July 2005

- **Additional roll-out of CARES Worker Web implementation** is tentatively scheduled for the next region of counties on July 1st. This group will tentatively include the following counties:
  - ➢ Outagamie
  - ➢ Etc.

August 2005

- **Additional and/or final roll-out of CARES Worker Web implementation** is tentatively scheduled for the next and/or final region of counties on August 1st. This group will tentatively include the following counties:
  - ➢ Milwaukee
  - ➢ Etc.

September 2005

- **Auto-Update of Child Support received** is tentatively scheduled for implementation sometime during September 2005. This data exchange will automatically update CARES unearned income information with data from KIDS (State Child Support system).